IT Functions/Services at NIU

Enterprise Applications
- Enterprise Resource Planning
- Document Management System
- Learning Management System
- Web Apps

Infrastructure Services
- Network
- Servers/Storage
- Field Services
- Broadband

IT Operations
- Service Desk
- Desktop Support
- Classroom Technology
- Print Shop

Information Security
- Incident Response
- Breach Response
- Access Control
- InfoSec Policies
Key Challenges & Opportunities

• Respond to Legacy/Manual Processes at NIU
  – **Strategy**: Aggressive Electronic Workflow Portfolio

• Address Aging IT Infrastructure
  – **Strategy**: Target Migration to the Cloud
  – **Strategy**: Forecast (& Fund) Refresh

• Modernize Critical University Applications
  – **Strategy**: Engage & Collaborate with Key Stakeholders

• Provide Change Management Capacity to Campus
Major NIU Initiatives

• Support Recruitment and Retention Initiatives
  – EAB PeopleSoft Integration
  – Online Wiley PeopleSoft Integration

• Expand Application System Capabilities
  – New Customer Relationship Management System
  – Housing Guest Registration System

• Upgrade Infrastructure
  – High Performance Computing (HPC) v2.0
  – PeopleSoft Infrastructure Refresh
A Look Ahead...

• Advance IT Governance Structure on Campus
  – Identify IT needs and coordinate response and initiatives across campus

• Increase Utilization of electronic workflow across NIU
  – Strategic Development of Enterprise Resource Planning (ERP) System & OnBase

• Implement New Telephone System

• Expand WiFi across Campus
  – FY20 through FY24

• Modernize Oracle in 2019/20
Q&A